

## Customer Service Report for the ADB



For the period: Wednesday, August 01, 2007 12:00:00 AM to Friday, August 31, 2007 11:59:59 PM

Snapshot Date: 9/1/2007 6:00:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
<b>Accounts</b>											
Access/Login	5	0	0	0	0	0	0	5	0	0	12
Billing	1	0	0	0	0	0	0	1	0	0	23
Password Reset	9	0	0	0	0	0	0	9	0	0	5
<b>ADB</b>											
Connectivity	19	0	0	2	0	0	1	16	1	3	16
DELPRO	51	0	0	1	1	1	1	34	8	7	10
Delpro	1	0	0	0	0	0	0	1	0	0	9
Fellowship Pmt Syst	22	0	0	0	0	1	0	10	11	0	8
Finance	1	0	0	0	0	1	0	0	0	0	0
General Info	30	0	0	1	1	1	0	23	5	1	7
GUI	1	0	0	0	0	0	0	0	0	1	3
ID Reactivation	102	0	0	0	0	0	0	100	2	0	6
Keyword	36	0	0	0	0	0	0	36	0	0	6
On The Spot Awards	1	0	0	0	0	0	0	1	0	0	20
Property	1	0	0	0	0	0	0	1	0	0	21
Purchase card	1	0	0	0	0	0	0	0	1	0	6

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	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Registration	8	0	0	0	0	1	0	7	0	0	7
Reports	1	0	0	0	0	0	0	0	1	0	8
Security	5	0	0	0	0	0	0	5	0	0	7
SSF	2	0	0	0	0	0	0	1	1	0	8
Travel	1	0	0	0	0	0	0	1	0	0	14
<b>Application Support</b>											
COTS-QWS3270-Troubleshoot	2	0	0	0	0	0	0	2	0	0	12
<b>OS/390</b>											
Security & RACF	1	0	0	0	0	0	0	1	0	0	22
<b>Grand Total:</b>	<b>301</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>254</b>	<b>30</b>	<b>12</b>	<b>8</b>

Total Tickets Closed: 296

Total Tickets Assigned/Pending/Checked Out: 9

305